

THE UPDATE

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Community Care
OF NORTH CAROLINA

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New Chief Data and Analytics Officer Sees Big Opportunities in Smart Data Use



Carlos Jackson, Ph.D.

Carlos Jackson, Ph.D., has been tapped for a new role as CCNC's Chief Data and Analytics Officer.

Dr. Jackson will have oversight over both the Analytics and Reporting and Information Technology Center functions. The new department, known as Analytics, Reporting and Technology or "ART," will focus on leveraging CCNC's data assets across all business objectives and customers with the goals of identifying synergies between these two essential areas and better aligning teams around customer service.

Dr. Jackson's twenty-year career as a health services researcher in public, private, and academic settings has been spent in understanding how data can inform policy and business decisions. For the past seven years, Dr. Jackson has been the Director of Program Evaluation at CCNC and has been instrumental in developing the robust, award-winning predictive analytics for which CCNC is nationally known.

"CCNC is already at the forefront of healthcare in maximizing use of data to obtain better outcomes for both payers and patients," said Dr. Jackson. "I'm thrilled to be leading such a dedicated team as we build on this foundation and prepare CCNC for the future."

Clinically-Integrated Networks Key to Access for Rural and Underserved Populations



Allen Dobson, MD

States across the country are looking for solutions to recruiting and retaining physicians, particularly primary care doctors, in rural and underserved communities.

"Despite significant federal and state programs and resources," says CCNC President and CEO Dr. Allen Dobson, "it's hard to encourage physicians to settle in areas in which they are isolated from other practitioners, have limited access to specialists and hospitals, and must deal with the financial realities of caring for a high number of Medicaid and uninsured patients."

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issue online at:

<http://ccnc.care/june2018update>

Tayloe Named to Board



David T. Tayloe, Jr.
M.D., F.A.A.P.

David T. Tayloe, Jr., M.D., F.A.A.P. has been named to the Board of Directors of North Carolina Community Care Networks, Inc. (NCCCN). NCCCN is the nonprofit that contracts with the State of North Carolina to care manage the Medicaid population.

Dr. Tayloe founded Goldsboro Pediatrics in 1977 soon after graduating from UNC-Chapel Hill School of Medicine. Despite running this large and busy practice for over four decades, he has found time to be an energetic physician leader in championing adolescent pregnancy prevention, parenting education/support, school health, and early literacy.

Dr. Tayloe has served on the Goldsboro City School and the Wayne County Public School Boards of Education, is a Fellow of the American Academy of Pediatrics (AAP), and has served as the President of both the national American Academy of Pediatrics and its North Carolina Chapter. He is currently serving an appointment as an Adjunct Professor in the Department of Pediatrics, UNC School of Medicine.



Troy Trygstad
Pharm.D., MBA, Ph.D.

Community Pharmacies Huge Asset in Chronic Care, Says CCNC Pharmacy Chief

Troy Trygstad, Pharm.D., MBA, Ph.D., vice president of pharmacy provider partnerships at CCNC, is known for rattling off notable national statistics on medication use: 70% of US healthcare dollars are spent on patients with two or more chronic conditions; 83.2% of the 4 billion prescriptions filled annually in the U.S. are for patients with two or more chronic illnesses; our nation forgoes \$538 billion in potential healthcare savings because medication use is not optimized.

“That’s why medication management has been one of the cornerstones of CCNC’s care management activities since 2006,” says Dr. Trygstad. But he sees even greater potential in partnering with pharmacists embedded in local communities. “We expected community pharmacies would be helpful with managing medications, but what was surprising is how adept they are at addressing social determinants of health. That’s the advantage of community pharmacies – because they are long-time fixtures in the community, they understand their patients and the barriers they face.”

“We estimate that community pharmacies make deliveries to 75,000 North Carolina homes a month,” says Dr. Trygstad. “Patient interactions with delivery drivers are extremely valuable touchpoints that we can use to improve patient care. Drivers tend to be among the most trusted and reliable members of the community, such as retired teachers, police officers, and firefighters – individuals who have been invested in their communities all their lives. We’re training these drivers to serve as community health workers, and integrating them into our care teams. Leveraging these local leaders provides benefits you can’t duplicate with remote call centers or medications delivered by U.S. Mail. We believe that working together in this way to address social determinants and optimize medication will drive better patient outcomes in chronic care populations.”

Health Management Associates Partner with CCNC in Pharmacy, Idaho Medicaid

Health Management Associates (HMA) is a leading independent national research and consulting firm in the healthcare industry. HMA’s Raleigh office, located on Rexwoods Drive in the same building as CCNC, continues to collaborate with CCNC on a variety of health care consulting projects.

“We’re a different kind of consulting firm,” says Roxane Townsend, MD, who leads the new local office for HMA. “We’ve always been focused on safety net programs and how best to serve the larger population. Helping clients deliver ‘the best care closest to home’ has long been our mission. CCNC’s expertise in working with practices and in effectively managing a Medicaid population is a perfect fit with our work.”

Recent collaborations with CCNC include providing guidance to Idaho’s Medicaid program and exploring ways local pharmacists can help address opioid issues in California.



Roxane Townsend, MD

Clinical Conference Joins Healthcare Experts, Clinicians Preparing for Change

The Second Annual CCPN Clinical Conference brought more than 200 clinicians together to hear from key leaders in North Carolina's fast-changing healthcare system. CCPN CEO Steven Wegner, MD, and CCNC President and CEO Allen Dobson, MD, set the stage for the two-day event.



Dave Richard addresses the crowd in Greensboro, NC

Featured speakers included DHHS Deputy Secretary for Medical Assistance Dave Richard, who detailed some of the big changes to come in North Carolina's transition to Medicaid managed care. He acknowledged that there would be new administrative complexities for doctors serving the Medicaid population, but pledged to work to mitigate these challenges by establishing, for example, a uniform credentialing vendor and process.

Blue Cross and Blue Shield of North Carolina CEO Patrick Conway, MD, discussed rising cost pressures in health care, and how unit cost, not utilization, was the primary culprit. Dr. Conway discussed his perspective as a practicing physician and his belief that investing in a high performing system of primary care was important to making our healthcare system work better and successfully transitioning to value-based approaches to care.

Michelle Bucknor, MD, CCNC Chief Medical Officer, spoke on quality management expectations for primary care practices under Medicaid reform and how CCNC's expertise in practice transformation can help practices prepare for this new environment. Other guest speakers included psychiatrist Mike Lancaster, MD, who spoke on behavioral health integration in primary care, and consultant Art Jones, MD, of Health Management Associates, an independent national research and consulting firm in the healthcare industry. Dr. Jones discussed value-based systems and how to mitigate potential risks to primary care practices while taking advantage of opportunities to improve revenue through quality improvement.

The well-attended event generated numerous questions and a passionate discussion, and CCPN members were engaged and active throughout the conference. A typical comment was that of Janet Leone Britt, PA-C, with Mid Carolina Family Medicine: "It was great to be reminded that we're not in this alone, that many of our peers are dealing with the same issues and can work together to make our practices stronger and get ready for all the changes coming at us."



Blue Cross Blue Shield of North Carolina CEO Dr. Patrick Conway (left) speaks to clinicians after his presentation

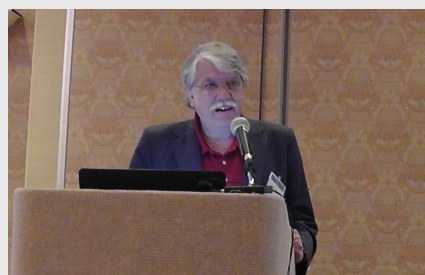
Pictures from the Conference



CCPN CEO, Dr. Steve Wegner, discussing referral processes, hospital transitions for medically complex children, and reducing unnecessary emergency department usage during a pediatric breakout session



CCPN Board of Manager members (from left to right), Dr. Terry Daniel, Dr. Stephen Hsieh, and Dr. Rueben Rivers, are joined by Dr. Conrad Flick at the Adult Medicare Advantage breakout session



CCNC President & CEO and CCPN Board Chairman, Dr. Allen Dobson, addresses conference attendees

Clinically-Integrated Networks

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“That problem is only going to get worse as small, rural practices struggle to keep the doors open without the bandwidth or time to deal with the complexities of reform,” said Dr. Dobson who recently spoke on the subject to Medicaid administrators in Oregon and Texas.

“One option,” Dr. Dobson said, “is to form a clinically-integrated network for independent practices.”

An organization that can address the medical isolation of rural providers and help them deal with the significant pressures of healthcare reform is essential, said Dr. Dobson, who described North Carolina’s physician-led Community Care Physician Network as an ideal model for meeting these goals.

CCPN is a statewide CIN with 2,158 clinicians, and nearly half of them are from rural counties. “Banding together gives them access to resources and services that can improve their practices and performance in the new value-based reimbursement marketplace,” Dr. Dobson said.

“Our goal is to help the independent physician deal with the significant pressures of healthcare reform,” added Dr. Dobson, who chairs the CCPN Board of Managers.

“Clearly, the main objective is to help ensure that folks have access to affordable, quality healthcare,” Dr. Dobson said. “You can’t achieve that if your community’s only physician shuts his or her door and moves away. You lose that access to care and your community loses an important piece of its economic infrastructure.”

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Clinical Operations Showcase Successes, Teamwork

CCNC’s Clinical Operations team, formerly known as AccessCare, held their Annual Care Management Conference on May 2-4, 2018. The group meets annually to review accomplishments of the past year and plan for the future. This year’s theme was “Showing Value, Securing Our Future,” and the event featured a Poster Session highlighting a variety of care management initiatives. The 16 posters showcased projects across regions and programs, shared ideas, successes, and lessons learned, and illustrated the extensive teamwork that occurs in the field.



Daniel Ham and Kristen Scheiber, both Social Work Care Managers from the Central Carolina Region

“The Poster Session is a chance for our field team and Central Office staff to network and to demonstrate the accomplishments occurring regularly in the field,” said Sheri McCall, Vice President of Clinical Operations. “The posters illustrate strong teamwork and show how we avoid silos through strong communication and collaboration.”

View the posters on the clinical programs page on the CCNC website at:
<http://ccnc.care/posters>.